

# Jagraj Singh

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## SKILLS

**Programming Languages:** Python (numpy, pandas, matplotlib, sympy)

**Markup & Web:** LaTeX, HTML, CSS

**Languages:** English & Punjabi

**Analytics:** Data Analytics, Mathematical Analysis

## WORK EXPERIENCE

### Product Advisor

May 2018 — Present

Microsoft | Redmond, WA

- Help individuals and businesses implement high value Microsoft technology solutions and services.
- Deliver Microsoft Windows and Microsoft Office suite tutorials to customers.
- Present a high level overview of programming to elementary school students.
- Create service desk appointments and help customers receive technical support.
- Diagnose, troubleshoot, and resolve common technical issues and resolve requests on first contact.

### Freelance Python Developer

May 2018 — Present

Self-Employed

- Building projects to learn new technologies and master current technical skills.

### Sales Associate

August 2012 — May 2018

Nordstrom | Tukwila, WA

- Responsible for creating a positive customer experience and delivered stellar customer service with a friendly, professional attitude.
- Calmly worked under pressure in a fast-paced dynamic environment with many customers and competing priorities.
- Analyzed real times sales data to match demand, optimize sales, and maintain a high level of customer satisfaction.

## PROJECTS

### Cryptocurrency Lottery

2019 — Present

- Built an Ethereum Lottery program using Python, cryptographic libraries, and API components.

### Unsolved Math Problem

2018 — Present

- Solving a 375 year old problem in analytic number theory using linear algebra and Python.

## EDUCATION

### Bachelor of Arts in Communications

December 2017

University of Washington | Seattle, WA

- Coursework included advanced public speaking and telecommunications.
- Concentration and passion in mathematics.